Alcatel-Lucent **OmniTouch** *Contact Center*
Standard Edition

CCemail

User Manual R10.0

Alcatel·Lucent

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Chapter

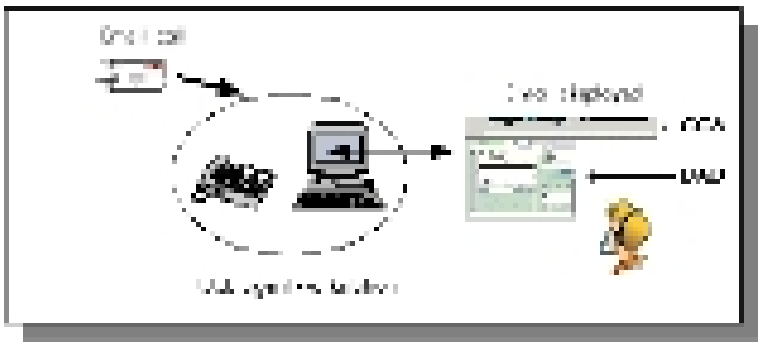
1

Operation

1.1 Introduction

As a CCemail (CCE) agent, you should have the following items on your workstation:

- A Pro-ACD telephone set.
- A dedicated PC running the standard CCA application. This latter incorporates the UAD (Universal Agent Desktop, referred to as the **Desktop Agent** in this guide) that processes Email calls.



1.2 Opening an Email session, procedure

After powering up the PC, enter your name and password to open a Windows session.

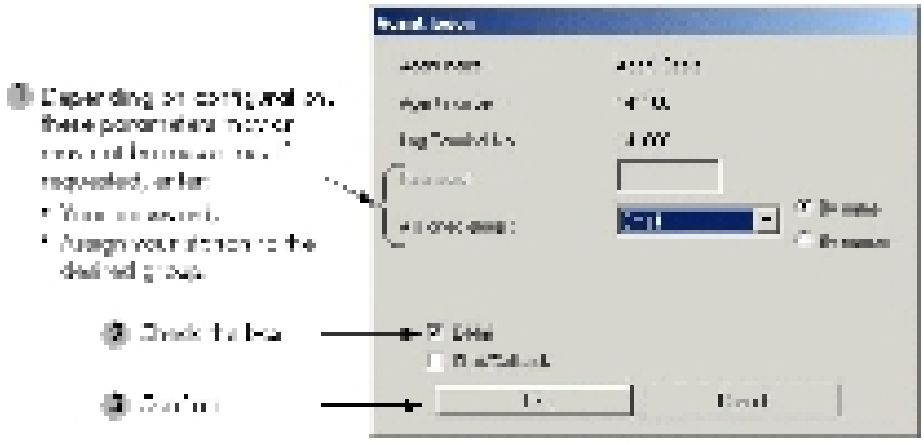
In Windows:

- Double-click the icon,
- or select **Start >> Programs >> Alcatel >> CCagent**

The following CCA window is displayed:

Click the button. In the window displayed, enter your agent directory number and confirm by clicking **OK**.

The logon window is displayed:



Check (select) **E-Mail** and click **OK**.

When Email is received, the following CCA window is displayed:

Meaning of symbols used:

- green: rung (request for Email session), click this icon to open a session,
- red: in conversation (Email session in progress),
- : shows your skills.

1.3 Checking the CCA for Email

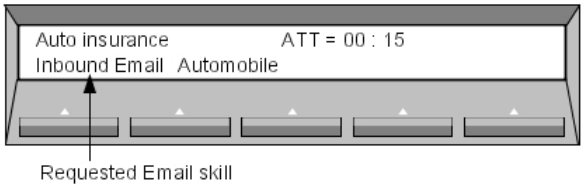
There are two steps to perform:

	PRINCIPLE	ACTION
STEP 1	Make sure the "Email" skill is enabled in your agent profile	Click the button and check that the **Inbound Email** box is checked.
STEP 2	Activate the Desktop Agent	Right-click in the CCA window and activate the **Universal Desktop Adaptor** menu.

1.4 Receiving Email on your workstation

You are informed that Email has been received by:

- the ringing of you agent set associated with the CCA,
- the Email skill displayed on the agent set as follows:



- display of the button (green) in the CCA window.

Press to open the Email reception window in the Desktop Agent.

Remark:
if you do not take the call, it is cut off after a set time. The call will be repeated if you are the only person that can process it or the only agent available.

1.5 Desktop Agent idle state

The Desktop Agent (figure below) remains open while the application is running, the window is available as soon as you log on. When no CCE operation is being performed, the Desktop Agent is in idle state and remains blank.

Remark:
To display the window, right-click in the CCA window and select UAD when you log on.

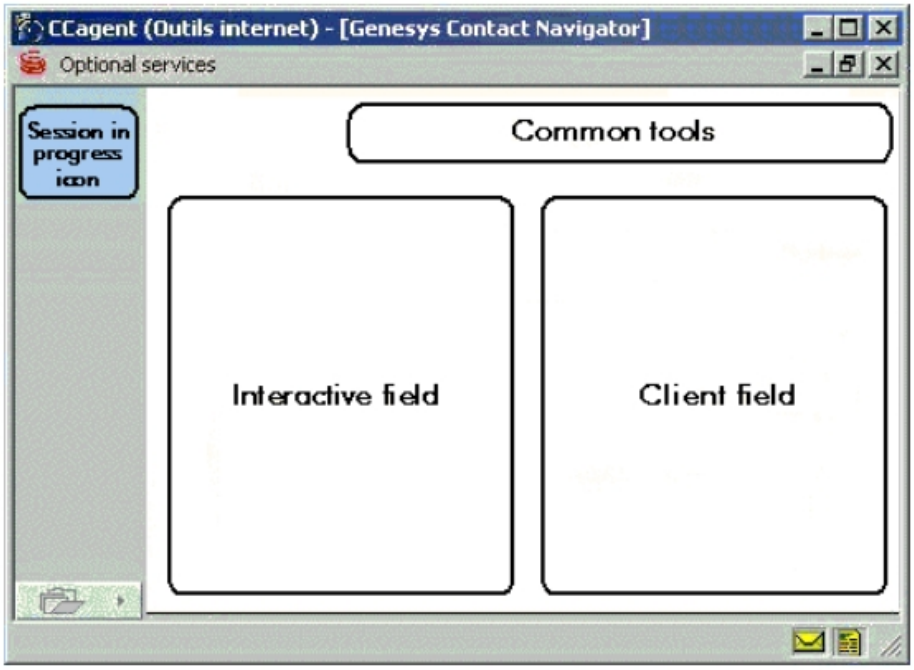
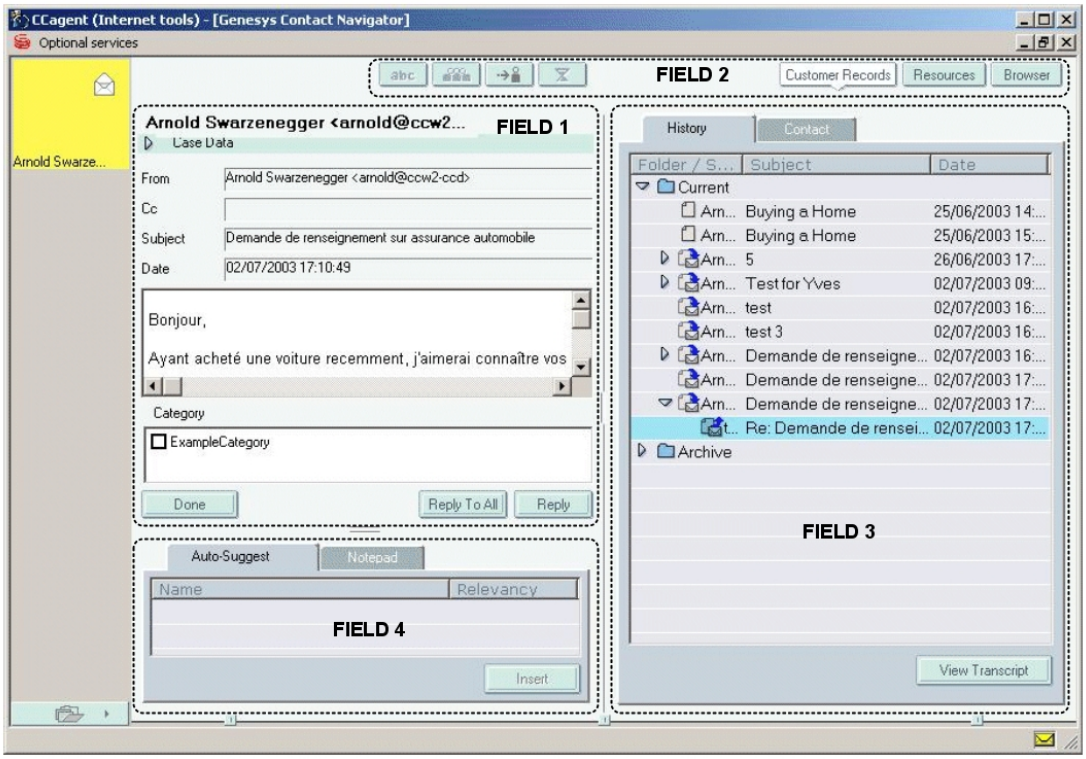


Figure 1.6: Desktop Agent in idle state

- **Current session icon**: an icon representing the current session is displayed in this field; this icon is barred when the session is not active,
- **Common tools**: tools common to the different sessions,
- **Interactive field**: field in which the different elements for the active session are entered,
- **Client field**: enables contacts to be tracked and managed and a library of predefined replies to be used,
- : is used to access the contact list, this is the only menu that can be accessed in the idle state.

1.6 The Email reception window, description



The Email reception window is divided into four different fields:

Field 1: received Email display field.
Inbound Email can be broken down as follows:

- **From**: gives the name and address of the sender.
- **Subject**: shows topic title.
- **Date**: shows the date and time at which the Email arrived.

The next frame shows the contents of the Email message and message size.

- Done : closes the Email reception window without saving the message, the message is now in your personal mail box.
- Reply To All : opens the window used to reply to the Email message. The reply composed in this window is returned to the sender of the original message and any persons entered in "cc" (copies to).
- Reply : opens the window used to reply to the Email message. The reply composed in this window is only intended for the sender of the original message.

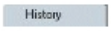
Field 2: option bar.
The option bar offers Email management and follow-up features.

- : runs a spell check of the reply composed in response to the original message.

- : this button is when using the Email function.
- : opens the transfer window enabling Email to be forwarded to:
  - another agent or supervisor,
  - a selected department,
  - an external party address.
- : gives access to contact management windows (address book) and display of client records (**see field 3**).
- : gives access to the "standard reply" window (**see field 3**).
- : access to the CCW browser.

Field 3: interactive display field.
The content of this field depends on the button selected in the option bar.

- clicking opens the following windows:
  - either : to view all previously saved client Email. See History (list of past Email) .
  - or : to view and add to the client address book (Email address, phone no.). See Managing the address book (contacts) .
- clicking opens the window, enabling (predefined) standard replies to be viewed and selected.

Field 4: notes/comments field.
You can use this field to enter comments on the Email message received.
Comments are displayed when the  window is active. When an Email message is selected, comments on this Email are displayed in the lower part of the window (NotePad tab).

1.7 Managing Email

You can perform the following operations in the Email reception window:

1. Read and acknowledge messages: see Reading and acknowledging Email .
2. Read and then save Email messages to reply to them later: see Reading and saving Email .
3. Read and then reply to messages immediately: see Reading and replying to Email .
4. Read messages and then forward (transfer) them to another agent, department or external party: see Reading and forwarding Email .

For each of these operations, you can:

- view a list of past Email messages received from the client: see History (list of past Email) ,
- view and add contacts in your address book: see Managing the address book (contacts) .

Reminder:
You can only make and take private calls while processing Email. If you are working on a previously saved Email message, you can also take CCD calls. In this case, Email processing is suspended while you answer the CCD call.

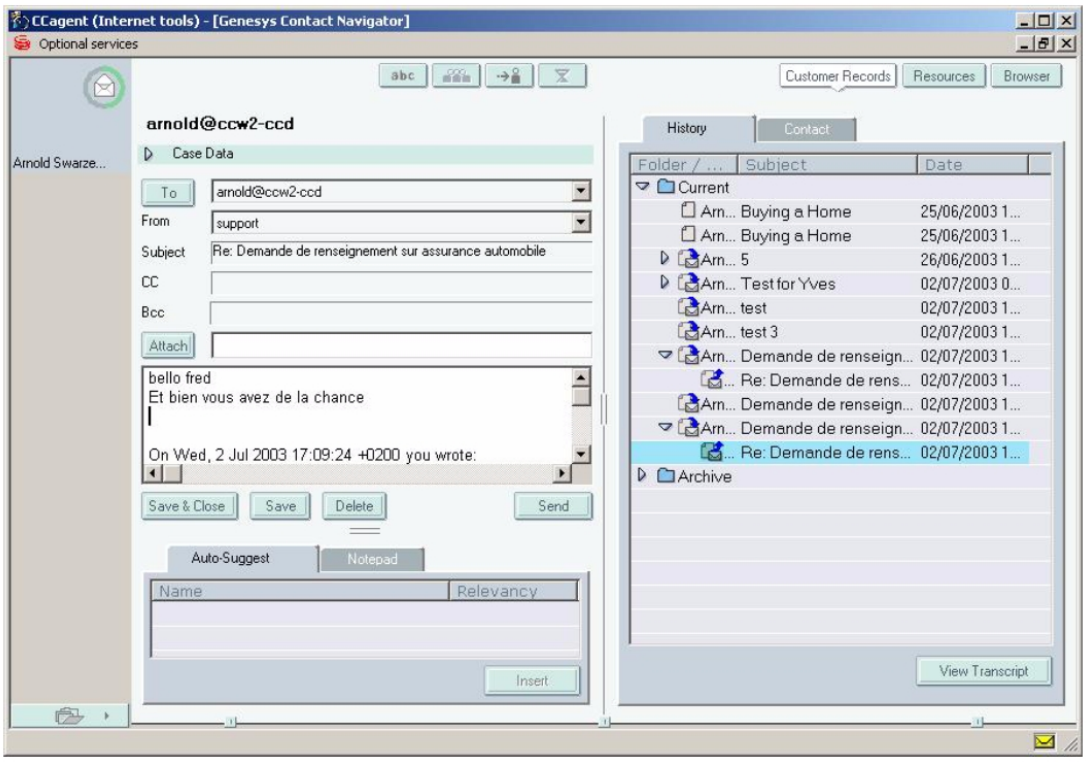
1.7.1 Reading and acknowledging Email

Once you have read the Email message, click **Done**.

Caution:
The reception window is closed without saving the Email.

1.7.2 Reading and saving Email

1. Once you have read the Email message, click **Reply**. The reply window opens:



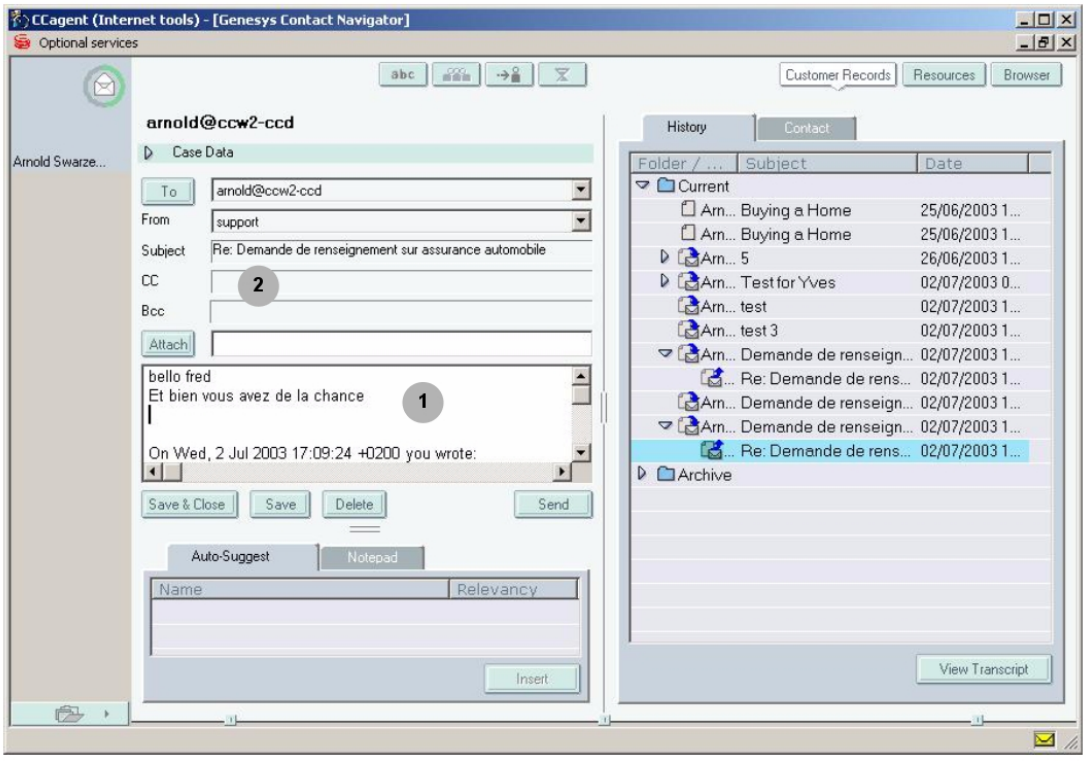
2. Click **Save & close**. The Email is saved and the reply window closes.

   Remark:
   ***Save** saves the Email message without closing the window.*

Important:
To access previously saved messages, click ***in the Desktop Agent window (see Managing saved Email).***

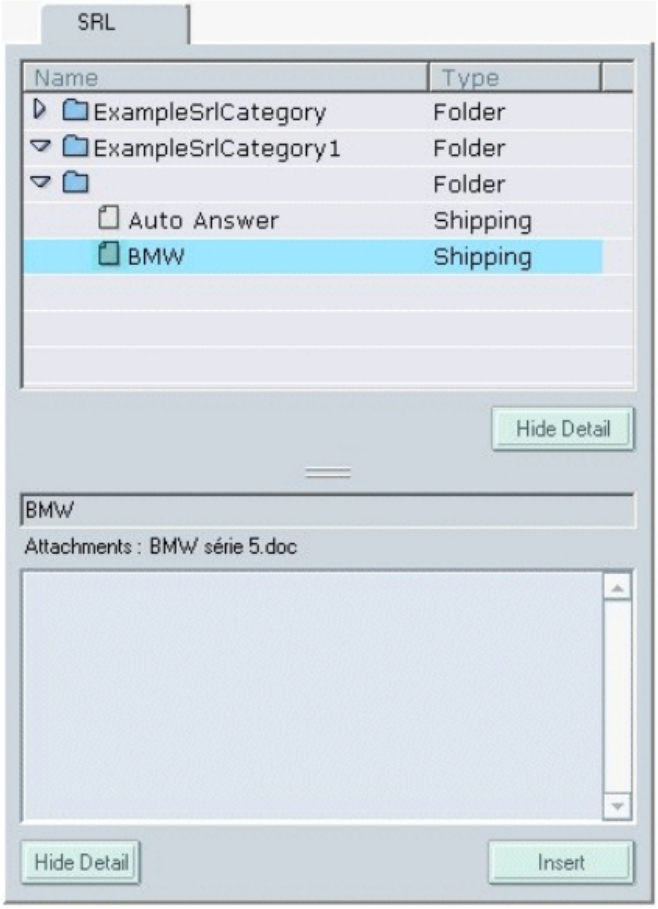
1.7.3 Reading and replying to Email

1. Once you have read the Email message, click **Reply** or **Reply to all**. The reply window opens:



2. Compose the message to be sent with:
   - **a.** <u>A personalized reply.</u>
     Procedure:
     - enter the text of the message in 1 .
     - run a spell check by clicking (optional).
     - attach an explanatory file (optional). To do this, click **"Attach"** and browse to the file to be attached.
   - **b.** <u>A reply suggested by the system</u>.
     Procedure:
     - select the Auto Suggest tab (see field 4 <u>The Email reception window, description</u>) and select a reply.
   - **c.** <u>A standard (predefined) reply.</u>
     Procedure:
     - Click **Resources**. The Standard Reply (SRL) window opens:

- select a standard reply from the menu. Click **View Detail** to display the contents of the selected reply:



Click **Hide Detail** to return to the previous window.

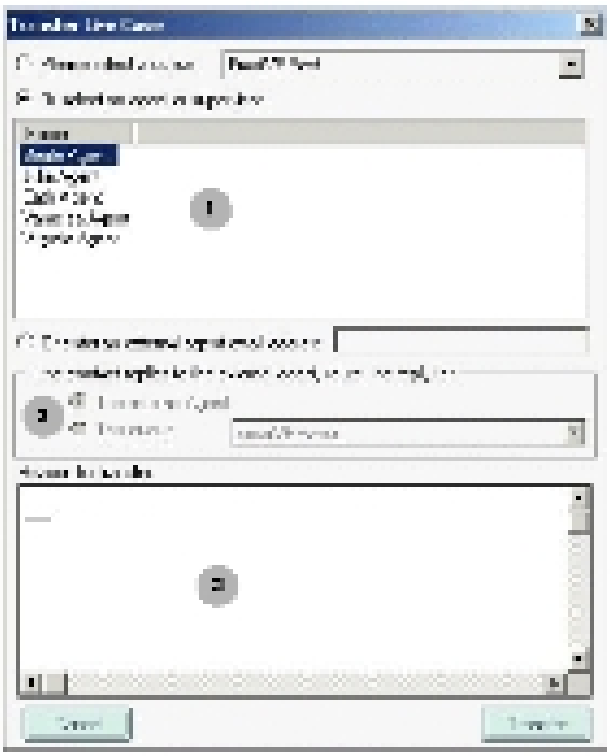
- Confirm your selection by clicking **Insert**.

  Remark:
  Personalized and standard replies can be combined.

3. Add names from the address book in 2 (optional). This field can be completed if the reply window was opened with the **Reply** button. It is already completed if the reply window was opened with the **Reply to all** button.
4. Click **Send** to send the reply.

1.7.4 Reading and forwarding Email

1. Once you have read the Email message, click . The forward (transfer) window opens:

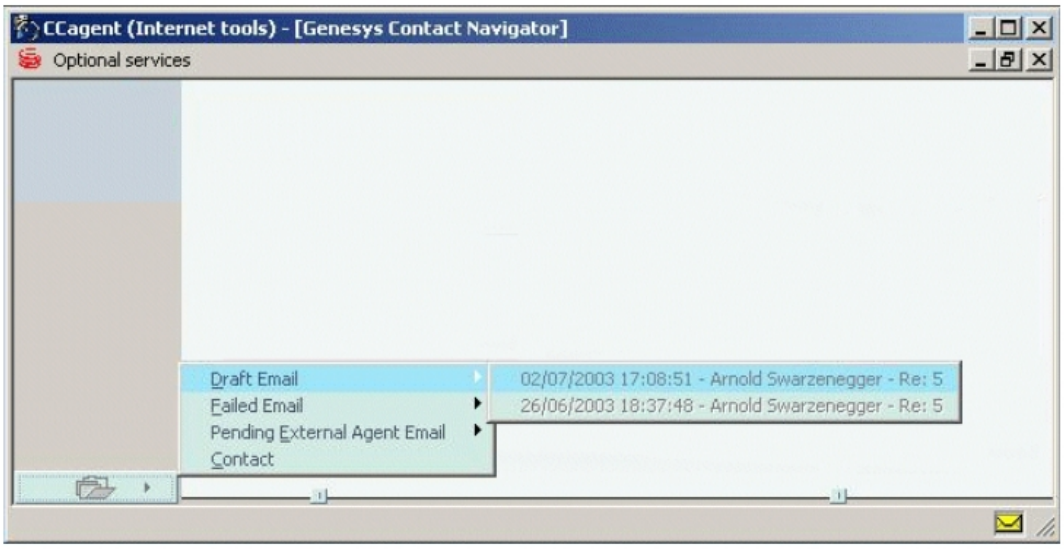


2. Select the recipient.
   - a VRP: check **Please select a queue**, then select a VRP from the drop-down list.
   - an agent or supervisor: check **Or select an agent or supervisor** then select a free agent in 1 .
   - an external agent: check **Or enter an external agent Email address** then enter the external agent's (or other party's) address.
     If the client decides to Email the external agent following a reply from an external agent, the client can be directed:
     - either directly to the external agent. Check **The external Agent** in 2 ,
     - or to the VRP of his choice. Check **This queue** then select a VRP from the drop-down list in 2
3. Enter any explanatory comments giving the reason why the message was forwarded in 3 (optional).
4. Confirm forwarding by clicking **"Transfer"**.

Caution:
If the agent is unavailable at the time of forwarding (transfer), an error message indicates that the agent cannot be reserved for transfer, the Email message remains with the original agent.

1.8 Managing saved Email

In the Desktop Agent window (idle), click as follows:


CCagent (Internet tools) - [Genesys Contact Navigator]
Optional services
Draft Email
Failed Email
Pending External Agent Email
Contact
02/07/2003 17:08:51 - Arnold Swarzenegger - Re: 5
26/06/2003 18:37:48 - Arnold Swarzenegger - Re: 5

The menu offers the following features:

- **Draft Email**: to display a list of all messages saved from the Email reply window. You can open these message, reply to them and then send your reply.
- **Failed Email**: to display a list of unsent mail (incorrect address, etc). These messages can be corrected and then sent.
- **Pending External Agent Email**: to display a list of mail transferred to an external agent (or other external party). Messages are displayed until the external agent replies.

For information on how to use these menus, refer to Desktop Agent on-line help.

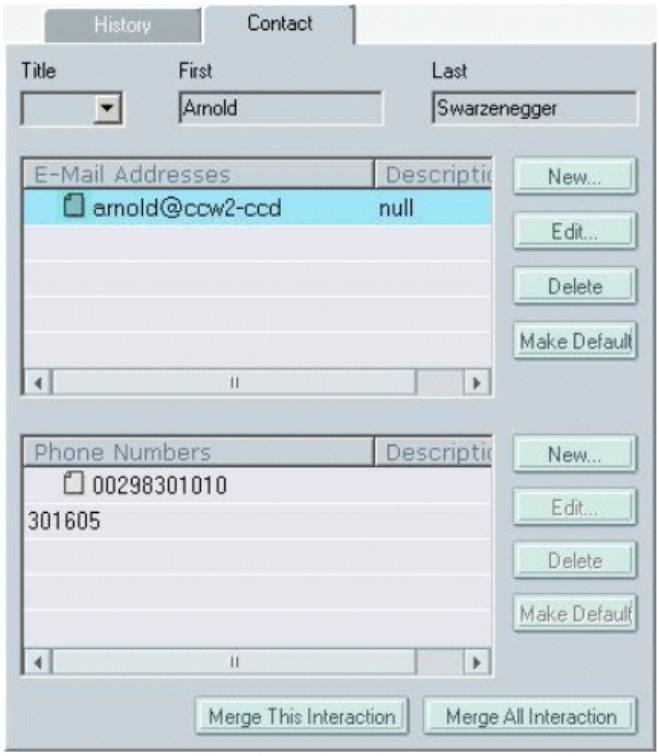
Remark:
*The **Contact** feature is described in the following section.*

1.9 Managing the address book (contacts)

The address book can be opened by two methods:

- from the Email reception window (inbound Email). Click , then the tab,
- from the Desktop Agent (idle) window. Click **>> Contacts**.

The "Contact" window opens:



The **Contact** window is used to manage two lists:

- a list of Email addresses: the default address is displayed at the top address in the list and is preceded by the icon. To select a different default address, select the desired address and click **Make Default**. The new default address is moved to the top of the list and has the icon displayed in front of it.
- a list of phone numbers: the default phone number is displayed at the top of the list and is preceded by the icon. To select a different default phone number, select the desired phone number and click **Make Default**. The new default phone number is moved to the top of the list and has the icon displayed in front of it.

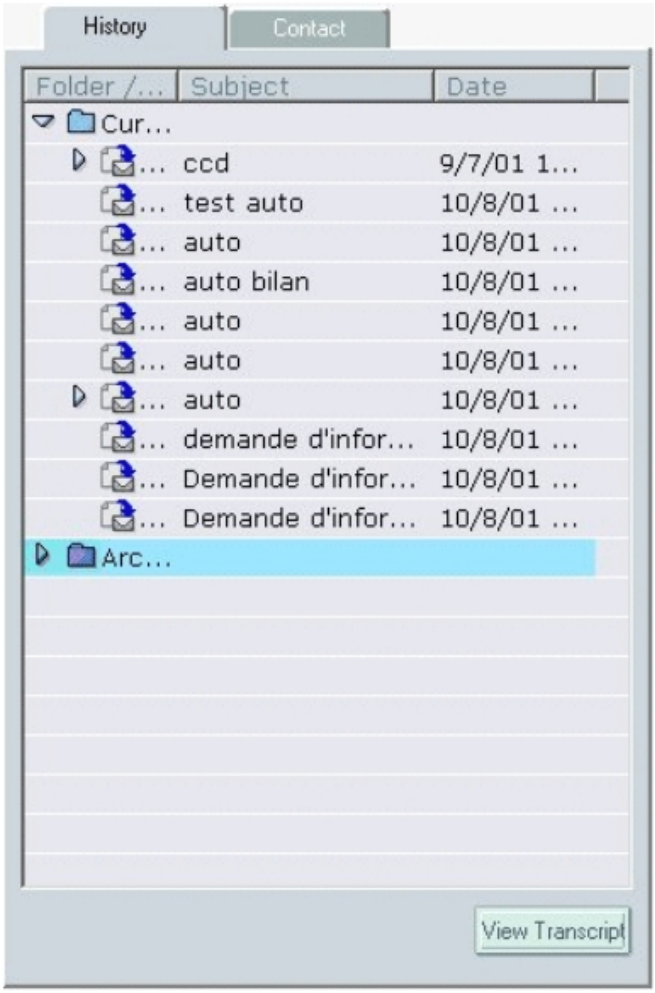
For each list there is a set of buttons with the following functions:

- **New...**: to add a new contact.
- **Edit...**: to change details of the selected contact.
- **Delete**: to remove the selected contact.
- **Make Default**: is used to select a preferred address for a contact with several addresses.

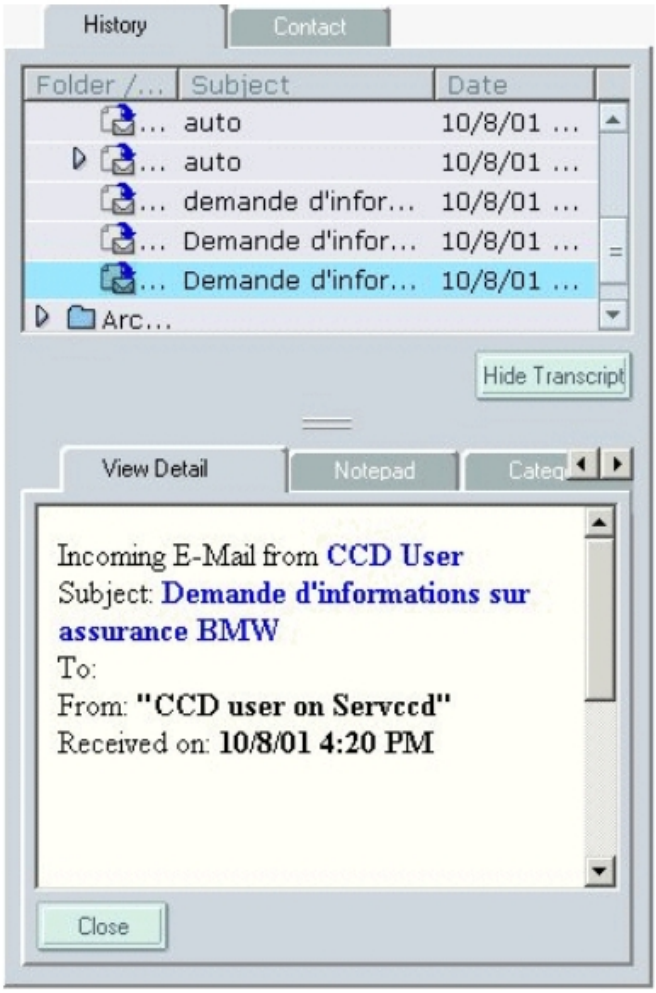
The **Merge this interaction** and **Merge all interaction** buttons enable all or certain contacts in the list to be merged into a single object.

1.10 History (list of past Email)

When processing a new message, you can view all Email messages received from this client. They are displayed in the History tab (activated when Email arrives). If this is not the case, click Customer Records .



1. Select a message.
2. Click **View Transcript** to view information on this message:



The information available is:

- **View Detail**: shows the main message fields: title/subject, from (origin), date and time received,
- **Notepad**: displays any comments/notes on the message,
- **Categories**: shows message category.

3. Click **Hide Transcript** to return to the list of past messages only.

Chapter 1 *Operation*